



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P.O. Box 339
Honolulu, Hawaii 96809-0339

March 8, 2004

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Esq., Director

A handwritten signature in black ink, appearing to be 'Henry Oliva', is written over the name of the Deputy Director.

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – SUBSTANCE ABUSE TREATMENT SERVICES; RFP NO. HMS-903-04-07-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. Informational meeting is scheduled for 1:00 P.M. to 3:00 P.M. on March 18, 2004, at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, HI 96813. For more information, please call 586-7060.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Wednesday March 31, 2004, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, MARCH 31, 2004, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**ALL MAIL-INS MUST BE POSTMARKED BY US MAIL
BEFORE 12:00 MIDNIGHT, MARCH 31, 2004.**

ONE ORIGINAL AND THREE COPIES OF THE PROPOSAL ARE REQUIRED.

ALL MAIL-INS

Department of Human Services
BESSD Administration Office
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATORS

Ken Nakagawa
For further information or inquiries
Phone: 586-7060
Fax: 586-5744

**ALL HAND DELIVERIES (INCLUDING COURIER SERVICES) WILL BE ACCEPTED
AT THE FOLLOWING SITE UNTIL 4:30 P.M., MARCH 31, 2004.**

Drop-off Site

For All Applicants:

Department of Human Services
BESSD Administration Office
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

**BE ADVISED: ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, MARCH 31,
2004, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE
RETURNED.**

**HAND DELIVERIES WILL NOT BE ACCEPTED AFTER 4:30 P.M.
MARCH 31, 2004.**

Request For Proposals (RFP)

Issued by:

State of Hawai'i

Department of Human Services
Benefits, Employment and Support Services Division

for

“Substance Abuse Treatment Services”

RFP Number: HMS-903-04-07-S

March 8, 2004

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

II. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview--Provides applicants with an overview of the procurement process.

Section 2, Service Specifications--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

Section 3, POS Proposal Application Instructions--Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation--Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments--Provides applicants with information and forms necessary to complete the application.

III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services, State of Hawaii
Benefit, Employment and Support Services Division (BESSD)
Employment and Child Care Program Office
Haseko Center, 820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Phone: (808) 586-7060 Fax: (808) 586-5744

IV. Procurement Timetable

Activity	Scheduled Date
Public notice announcing RFP	3/7/04
Distribution of RFP	3/8/04
RFP orientation session on Oahu (1:00pm – 3:00pm)	3/18/04
Closing date for submission of written questions for written responses	3/22/04
State purchasing agency's response to applicants' written questions	3/25/04
Proposal submittal deadline	3/31/04
Proposal evaluation period ends	4/7/04
Provider selection and award	4/9/04
Notice of statement of findings and decisions	4/14/04
Date of contract execution	6/15/04
Contract start date	7/1/04

V. Orientation

An orientation for applicants in reference to the request for proposals will be held on Thursday, March 18, 2004 from 1:00pm. to 3:00pm at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, Employment and Child Care Program Office, 820 Mililani St., Suite 606, Honolulu, HI 96813. Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted and spontaneous answers provided at the orientation at the state purchasing agency's discretion. Verbal answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions) in order to generate a written state purchasing agency response.

VI. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. The deadline for submission of written questions is 4:30 p.m. H.S.T., on March 22, 2004. All written questions will receive a written response from the state purchasing agency. State purchasing agency responses to applicant written questions will be sent by March 25, 2004.

VII. Submission of Proposals

Proposals must contain all components. Please refer to the Competitive POS Application Checklist (Section 5, Attachment A) for information on: 1) where to obtain the forms/instructions; 2) additional program specific requirements; and 3) the order in which all components of the application should be assembled and submitted to the state purchasing agency. Proposals must contain the following components:

- (1) ***POS Proposal Application (Form SPO-H-200A), including Title Page (Form SPO-H-200) and Table of Contents*** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the POS Proposal Application Instructions, including a cost proposal/budget. (Refer to Section 3 of this RFP.)
- (2) ***Competitive POS Application Check List*** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; and the order in which all components should be assembled and submitted to the state purchasing agency.
- (3) ***Registration Form (SPO-H-100A)*** – If applicant is not pre-registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their pre-registration status, they may check the State Procurement Office website at:
<http://www.spo.hawaii.gov>
 Click on *Procurement of Health and Human Services*
 Click on *Provider Lists...The Registered List of Private Providers for Use with the Competitive Method of Procurement*
 or call the purchasing agency at 586-7060 or the State Procurement Office at 587-4706.
- (4) ***Certifications*** - Federal and/or State certifications, as applicable.
- (5) ***Program Specific Requirements*** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the POS Proposal Application, as applicable.

Multiple or alternate proposals shall **not** be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are **not** accepted and an applicant submits alternate proposals but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

One original and three copies of the proposal are required. Proposals must be postmarked or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. State purchasing agency shall not accept faxed proposals and/or submission of diskettes by applicants.

VIII. Discussions with Applicants Prior to, or After Proposal Submittal Deadline

Discussions may be conducted with applicants who submit proposals determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with the administrative rules.

IX. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

X. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XI. Final Revised Proposals

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time will be rejected. If a final revised proposal is not submitted, the previous submittal will be construed as their best and final offer/proposal. *Only the section(s) of the proposal that are amended shall be submitted by the applicant, along with the POS Proposal Application Title Page (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XII. Cancellation of Request for Proposal

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XIII. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XIV. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

XV. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201)
- (2) Rejection for inadequate accounting system. (Section 3-141-202)
- (3) Late proposals (Section 3-143-603)
- (4) Inadequate response to request for proposals (Section 3-143-609)
- (5) Proposal not responsive (Section 3-143-610 (1))
- (6) Applicant not responsible (Section 3-143-610 (2))

XVI. Opening of Proposals

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-

stamped and, when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XVII. Notice of Award

A Notice of Award containing a statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

XVIII. Protests

Any applicant may file a protest (using a prescribed form provided by the administrator of the State Procurement Office available on the State Procurement Office Website whose address is on the Competitive POS Application Checklist located in the Attachments section of this RFP) against the awarding of the contract as long as an original and two copies of the protest is served upon the head of the state purchasing agency that conducted the protested procurement, and the procurement officer who handled the protested procurement, by United States mail, or by hand-delivery. A Notice of Protest regarding an award of contract and related matters that arise in connection with a procurement made under a competitive purchase of services shall be served within five working days of the postmark of the notice of findings and decision sent to the protester. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the POS Proposal Checklist in Section 5 of this RFP). Only the following matters may be protested:

- (1) a state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) a state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) a state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller, Esq.	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

XIX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of State and/or Federal funds.

XX. Criteria by Which the Performance of the Contract Will be Monitored and Evaluated

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website (see the POS Proposal Application Checklist in Section 5 of this RFP for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO Website (see the POS Proposal Application Checklist in Section 5 of this RFP). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Background

The mission of the Benefit, Employment and Support Services Division (BESSD) is to provide adult substance abuse case management and treatment services for its Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) recipients. The Division will ensure that available substance abuse resources are utilized in the most effective and efficient manner possible.

BESSD's goal is to prevent or reduce the severity and disabling effects related to alcohol and other drug use, abuse and dependence by assuring an effective, accessible public and private community-based system of prevention strategies and treatment services designed to empower individuals to make health-enhancing choices regarding the use of alcohol and other drugs and gear them toward self-sufficiency.

B. Purpose or Need

The purpose of this RFP is to provide a continuum of adult substance treatment services statewide. It is well known that the need for substance abuse treatment exists throughout the State. Although the largest number of persons needing substance abuse treatment live in the City and County of Honolulu, other, smaller counties, require core treatment services. Existing data in the community further suggest that drugs remain the primary substance of abuse followed by alcohol addiction.

C. Description of the goals of the service

The goal of the requested service is to reduce the severity and disabling effects related to illicit drug use and alcohol abuse by making a continuum of service modalities available statewide to individuals and families with alcohol and other drug problems and to gear them towards self-sufficiency. The continuum includes Assessment, Residential, Day, Intensive Outpatient, Outpatient Treatment, Case Management and Urinalysis (UA).

D. Description of the target population to be served

The target population includes adults who are receiving TANF or TAONF benefits and who are currently exempt from work requirements due to their substance abuse addiction. In addition, the target population shall include TANF adults active with the Child Welfare Services Branch (CWS) of the Department of Human Services and whose children are in the home. CWS designates these types of cases as court or non-court ordered family supervision cases.

E. Geographic coverage of service

Service areas for this RFP consist of the Islands of Hawaii, Kauai, Maui (includes Molokai and Lanai) and Oahu. The APPLICANT may apply in any one or more of these areas. However, the APPLICANT shall demonstrate actual capacity to provide the required services in the service areas for which it is applying.

F. Probable funding amounts, source, and period of availability

Any APPLICANT may provide twenty-four (24) hour residential treatment to families from any service area. The APPLICANT shall treat only adult household members (18 years or older) requiring substance abuse treatment services. For each contract year, the suggested funding amounts are as follows:

Oahu: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$1,008,000 of Federal funds would be used for substance abuse treatment on Oahu.

Kauai: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$24,000 of Federal funds would be used for substance abuse treatment on Kauai.

East Hawaii: (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$72,000 of Federal funds would be used for substance abuse treatment on East Hawaii.

West Hawaii: (Funds specified for the entire continuum including including Follow-Up Treatment Services)

Suggested amount of \$72,000 of Federal funds would be used for substance abuse treatment on West Hawaii.

Maui (including Molokai and Lanai): (Funds specified for the entire continuum including Follow-Up Treatment Services)

Suggested amount of \$24,000 of Federal funds would be used for substance abuse treatment on Maui.

II. General Requirements

A. Specific requirements or qualifications, including but not limited to licensure or accreditation

1. The APPLICANT shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable **Hawaii Administrative Rules (HAR)**.
 - a. Residential programs, in accordance with **Title 11, Chapter 98, Special Treatment Facility**, must have a Special Treatment Facility license at the time of application and abide by applicable administrative rules governing accreditation of substance abuse programs.
 - b. All APPLICANTS shall comply with **Title 11, Chapter 175, Mental Health and Substance Abuse System**.
 - c. All APPLICANTS shall complete and submit the Federal certificates in Section 5, Attachment D.
2. If the APPLICANT is federally funded for \$300,000 or more, the APPLICANT shall perform financial and compliance audits in accordance with **Government OMB Circular A-133** and submit the audits to the DEPARTMENT as directed.
3. The APPLICANT shall comply with Chapter 103F, HRS, **Cost Principles for Purchases of Health and Human Services** identified in SPO-H-201 (Effective 10/1/98), which can be found in the POS Manual.
4. The APPLICANT shall institute a policy that funds cannot be used to support the distribution of sterile needles for the hypodermic injection of any illegal drug or the distribution of bleach for the purpose of cleansing needles for such hypodermic injections.
5. All substance abuse records shall be kept confidential pursuant to **42 Code of Federal Regulations (42CFR), Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records** and, if necessary, the APPLICANT shall resist in judicial proceedings any efforts to obtain access to patient records except as permitted by such regulations, and **Sec. 334-5, HRS, Confidentiality of Records**.

6. The APPLICANT shall adopt and implement a policy regarding Acquired Immune Deficiency Syndrome (AIDS) which states that it:
 - a. Does not discriminate against any client who has tested positive for antibodies against Human Immunodeficiency Virus (HIV) at admission or throughout participation.
 - b. Assures staff education on HIV and AIDS at least once per year.
 - c. Provides for AIDS education to all clients.
 - d. Maintains the confidentiality of any results of HIV antibody testing pursuant to **Sec. 325-101, HRS.**
 - e. Assures that any pre-test and post-test counseling shall be done only in accordance with the DEPARTMENT'S **HIV Counseling and Testing Guidelines.**
 - f. Administers an AIDS Risk Assessment as part of the treatment psycho/social evaluation and encourages high risk clients to have a blood test for HIV antibodies.
7. The APPLICANT shall adopt a policy regarding tuberculosis (TB) which states that it provides for TB education as appropriate.
8. The APPLICANT shall develop and maintain fiscal, statistical, and administrative records pertaining to services as specified by the DEPARTMENT.
9. The APPLICANT shall make an acknowledgment of the DEPARTMENT and BESSD as the APPLICANT'S program sponsor. This acknowledgment shall appear on all printed materials through the use of the DEPARTMENT'S logo.
10. The APPLICANT shall have a minimum of one year experience in the provision of substance abuse treatment services for substance abuse clients.

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

BESSD does not plan to have any Secondary Purchasers in conjunction with this RFP.

C. Multiple or alternate proposals

(Refer to §3-143-605, HAR)

☒ Allowed ☐ Unallowed

Multiple or alternate proposals will be considered if the bidder offers to provide services for one or more counties.

D. Single or multiple contracts to be awarded
(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

A single contract may be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient domestic violence service for each county statewide.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive domestic violence service that would be provided in their own respective county.

E. Single or multi-term contracts to be awarded
(Refer to §3-149-302, HAR)

☒ Single term (≤ 2 yrs) ☐ Multi-term (> 2 yrs.)

A single-term contract for a duration of twelve (12) months, with the option of one (1) twelve-month extension subject to the availability of funds and provider performance.

F. RFP contact person

The individuals listed below are the contact persons(s) from the date of release of this RFP until the selection of the winning provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Ken Nakagawa (808) 586-7060

III. Scope of Work

The State of Hawaii, Department of Human Services, Benefit, Employment & Support Services Division intends to procure adult substance abuse treatment services for TANF and TAONF recipients who have a drug and alcohol addiction which would adversely effect their ability to become self-sufficient and employable.

A. General Operations

1. Provider's staff shall act as the Department of Human Services designee relating to the provision of adult substance abuse treatment services.
2. Provider's staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run programs involved, including but not limited to TANF, TAONF, First-to-Work, Child Care Connection, and Child Support Enforcement. Provider shall use appropriate departmental forms and other written material.
3. Provider shall oversee the services provided to the Department's adult substance abuse treatment clients as described below. The Provider is responsible for the supervision of its staff. The Provider shall be the point of contact for the other providers or Department staff who may also be assisting the client in achieving self-sufficiency as part of the client's service plan.
4. Provider shall make referrals to community partners, and other providers of services as most appropriate to address client's treatment related needs.
5. Provider shall prepare monthly reports and invoices as required by the Department.

B. Scope of Services

Please note that applicants may propose an alternative service delivery model. The following scope of services encompasses the requirements to be performed by the Provider:

1. Intake and Assessment

Substance and alcohol abuse clients, whose substance abuse addiction has been diagnosed by a licensed physician or psychologist, shall be referred by the Department of Human Services to the Substance Abuse Treatment Services Provider for intake and assessment services via a manual referral process. A copy of this medical or psychiatric report will be made available to the Provider with a signed Consent to Release Form from the client. The substance abuse population will comprise of clients who need intervention and treatment for their substance abuse problems and any associated medical, psychological, social, and vocational problems.

The Provider shall provide a separate assessment interview for referrals received from the Department of Human Services, CWS for clients who are not actively using drugs and not diagnosed as chemically dependent but nevertheless are having problems associated with substance abuse. This assessment interview shall be completed to determine the client's urinalysis testing schedule and/or drug treatment plan. The Provider shall not refuse any referrals from CWS nor

deny them any such services. All referred clients shall undergo either drug treatment or urinalysis testing or a combination thereof.

The intake and assessment session between the client and Provider shall help the Provider to identify the individual's drug and/or alcohol use and the course of treatment and recovery. The treatment approach shall be appropriate to the individual's age, gender, marital status, family situation, ethnicity, and culture. The information obtained from the intake and assessment will be used to formulate the Individualized Service Plan (ISP), which outlines the services to be provided to the client.

2. Individualized Service Plan

Discussion and planning shall take place with the client, Provider, family members, or others supporting the client's goals. The client's goals, needs and abilities are all taken into consideration when formulating the ISP. Issues of motivation, building skills to resist drug use, replacing drug activities with constructive and rewarding nondrug-using activities, and improving problem-solving abilities shall be addressed. Therapy to facilitate interpersonal relationships and the client's ability to function in the family and community may be part of the treatment components.

The ISP, developed by the Provider within ten (10) days of the intake and assessment session, shall specify the precise modality of treatment services the client would be required to undergo. This plan will be reviewed and revised regularly so services are flexible and focused.

The client's participation in the continuum of treatment services described in subsection 3 below shall be sequential. The client will be able to participate in one modality only and 60 days of follow up services, if necessary. For example, if the client is participating in the **Residential Substance Abuse Treatment Program** for a 30-day period, the client may also receive 60 days of **Follow-Up Treatment Services**. Please note that none of the modalities shall run concurrently.

The total days of participation in substance abuse treatment program shall not exceed 90 days. The only exception to the 90 days of maximum participation is the determination made by the Provider that the addiction is severe. In such cases the client may be placed in the **Intensive Outpatient Substance Abuse Treatment** for 35 days on completion of the **Residential Substance Abuse Treatment Program**. In such cases client's total participation will be 125 days (i.e. 30 days of **Residential** + 35 days of **Intensive Outpatient** + 60 days of **Follow-Up**). In cases where a client, on completion of the **Residential Substance Abuse Treatment Program**, is placed in the **Outpatient Substance Abuse Treatment**, the clients total participation will be 30 days of **Residential**

Substance Abuse Treatment Program + 96 hours of Outpatient Substance Abuse Treatment + 60 days of Follow-Up Treatment Services.

3. Continuum of Treatment Services

Adult Substance Abuse Treatment Services shall be comprehensive and shall include a continuum of services which are: Residential, Day, Intensive Outpatient, and Outpatient Treatment, as defined below. The Provider can propose to provide the whole continuum or any part of the continuum.

The whole continuum may not exceed twelve (12) months. Residential Treatment Services shall not exceed thirty (30) days and shall be part of the twelve (12) months allowed for the treatment continuum. Please see C.7. below for units of service and unit rate.

- a. **A Residential Treatment Program** provides a planned regimen of professionally directed evaluation, treatment, case management, and other ancillary and special services. Observation, monitoring, and treatment are available twenty-four (24) hours a day, seven (7) days a week.

A Residential Program shall provide a **minimum of twenty-five (25) hours per week** of face-to-face treatment, including a **minimum of one (1) hour per week of individual counseling**. The other twenty-four (24) hours shall include, but are not limited to, group counseling, recreational therapy, and family services. The Residential Program shall not exceed **thirty (30) days**.

- b. **A Day Treatment Program** provides a planned regimen of comprehensive outpatient treatment including professionally directed evaluation, treatment, case management, and other ancillary and special services. This level of care provides the client with the opportunity to participate in a structured therapeutic program while being able to remain in the community.

A Day Treatment Program shall provide a **minimum of twenty (20) hours per week** of face-to-face treatment with a **minimum of one (1) hour per week of individual counseling**. The other nineteen (19) hours shall include, but are not limited to, group counseling, education, skill building, recreational therapy, and family services. Day Treatment shall not be provided concurrently with any other modality and Follow-Up Treatment Services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Day Treatment Program.

- c. **An Intensive Outpatient Program** provides non-residential intensive specialized services on a scheduled basis for individuals with substance

abuse problems. Professionally directed evaluation, treatment, case management, and recovery services shall be provided.

An Intensive Outpatient Program shall provide a **minimum of nine (9) hours up to a maximum of nineteen (19) hours per client per week** of face-to-face treatment. At least **one (1) hour per week must include individual counseling**. Intensive Outpatient services shall not be provided concurrently with Follow-Up Treatment services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Intensive Outpatient Program.

- d. An **Outpatient Program** provides non-residential comprehensive specialized services on a scheduled basis for individuals with substance abuse problems. Professionally directed evaluation, treatment, case management, and recovery services shall be provided to clients with less problematic substance abuse related behavior than would be found in a residential or day treatment program.

An Outpatient Program shall provide **between one (1) and eight (8) hours per client per week** of face-to-face treatment with a **minimum of one (1) hour individual counseling per client per month**. Outpatient Treatment services shall not be provided concurrently with Follow-Up Treatment services. The clients may be placed in the Follow-Up Treatment Services for a 60-day period on completion of Outpatient Program.

- e. A **Follow-up Treatment Program** shall provide the necessary support and encouragement so that the client can complete treatment outside of the program, adjust to a chemically abstinent lifestyle, and manage activities of daily living so that they can move towards independent life management and economic self-sufficiency. Follow-Up Treatment services shall not be provided concurrently with other modalities. The Follow-Up Treatment Services shall be provided sequentially on completion of any of the above-mentioned modalities.

The Applicants are requested to submit a specific proposal as to the specific point during the follow-up period at which a client is anticipated to transition to the First-To-Work (FTW) Program to undertake work-related activities. This estimate should be based on the provider based empirical evidence regarding when the client should begin to transition into self-sufficiency services. As part of this proposal please state the rationale for the time period selected and why this will result in a successful transition.

4. Urinalysis

Urine testing shall be a component of the intake and assessment phase to confirm substance abuse. After this screening process, urinalysis shall be used to provide baseline information on the nature of the client's drug dependencies, and thereby allows appropriate referrals to treatment services. Urinalysis shall be used to monitor treatment progress and provide credible and timely information on the client's continued use or abstinence from specific drugs. Urinalysis provides objective information in compliance with the prescribed court-ordered mandate from CWS. Urinalysis shall include observed urine collections, testing procedures, and specimen processing in accordance with established guidelines in place at certified substance abuse facilities in Hawaii.

5. Employment Services

The Provider shall confer with the administratively assigned Department First-to-Work (FTW) units (including contracted FTW units) to determine whether it is in the best interest of the client to engage in employment training activities to pursue self-sufficiency while completing the treatment plan with the substance abuse treatment agency. The case conferences between the Provider and the FTW units shall take place after the development of the individual service plan (ISP) for the client. The client, if determined to be capable of employment training activities, may be placed in any one or more of the following activities through the FTW program: job readiness, remedial education, vocational training, etc., in accordance with HAR §17-656.1. Substance abuse treatment would continue concurrently with the activities as a means of beginning the client's transition to employment. Also, supportive services (discussed below) will be available through the appropriate FTW Unit.

6. Support Services

Participants shall be entitled to child care and transportation expenses while they are being treated under the scope of this RFP. The Provider shall refer such eligible clients to the corresponding First-to-Work Units (DHS and contracted) to process and issue child care and transportation payments. The Provider shall refer such eligible clients for interpreter services, as needed, to the designated contractor of BESSD.

7. Other Requirements

- Clients in any level of treatment shall meet the most current version of the American Society for Addictive Medicine Patient Placement Criteria (ASAM PPC) for admission, continuance, and discharge. The Provider shall document in writing in the client's chart that ASAM criteria have been met.

- Each part of the continuum shall include, as appropriate, the face-to-face activities which are defined in BESSD's **Definition of Treatment Activities** found in Section 5, Attachment G.
- The Provider that provides Outpatient, Intensive Outpatient, Day and Residential levels of treatment shall develop and implement an appropriate transition plan for each client in the final phase of treatment prior to discharge. The plan shall address transition and recovery issues and relapse prevention.
- Adult residential treatment programs shall ensure that clients have access to pre-vocational and vocational programs through BESSD's First-To-Work Program.
- All clients appropriate for transfer to a less restrictive level of service shall be referred for transfer as established in **Sec. 334-104, HRS**, Least Restrictive Level of Service.
- Adult treatment programs shall administer the **Addiction Severity Index (ASI)** as part of the initial assessment to all clients admitted for treatment.
- The Provider shall adopt and implement a policy on alcohol and other drug use (including psychotropic, mood stabilizing medication and methadone) while clients are in treatment. **Clients cannot be excluded solely on the basis of use of medically prescribed medication.**
- The program shall comply with the following sections of **P.L. 102-321** regarding treatment services for pregnant women and women with dependent children:
 - a. Pursuant to **Sec. 1922(c)(3)**, make available, either directly or through arrangements with other public or nonprofit agencies, prenatal care to women receiving services, and child care while the women are receiving the services. All BESSD clients shall seek prenatal care medical coverage through Med Quest Division.
 - b. Pursuant to **Sec. 1927**, comply with the following requirements:
 - 1) Give preference for admission to treatment to pregnant women who seek or are referred for and would benefit from treatment; and
 - 2) Advertise that pregnant women shall receive preference for treatment on any brochures or materials published by the agency.
- Coordination with other community agencies and resources:

- a. The Provider intending to provide only part of the continuum shall have and document appropriate linkages to other services on the continuum.
- b. The Provider shall collaborate with other appropriate services including but not limited to health, mental health, social, correctional and criminal justice, educational, vocational rehabilitation, and employment services.
- The Provider shall maintain a current base of information and referral sources on alcohol, tobacco and other drug, substance abuse and related problem behaviors and treatment resources. Such information shall be made easily accessible to staff and program recipients.

C. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The Provider shall conduct, at a minimum, a criminal history record check for any person who is employed or volunteers in an administrative or program position which necessitates close proximity to clients. For administrative and program staff working in a position which necessitates close proximity to children or adolescents, the criminal history check shall also include fingerprinting. A copy of the criminal history record check shall be placed in the employee's or volunteer's personnel file and shall be available for review.
- b. All individuals performing the following functions shall be Hawaii State certified substance abuse counselors pursuant to **321-193 (10), Hawaii Revised Statutes (HRS)**, or hold an advanced degree in behavioral health sciences unless otherwise approved by BESSD:
 - 1) Clinical supervision
 - 2) Clinical evaluation
 - 3) Treatment planning
 - 4) Individual, group, and family counseling
- c. Staff shall document verifiable experience in any specialized activities, such as psychotherapy or family therapy, and/or experience in working with relevant specialized populations such as women, minorities, or adolescents.
- d. Staffing shall reflect a multi-disciplinary team effort to the greatest extent possible.
- e. The Provider shall have on the premises at least one person currently certified for First Aid and CPR.

- f. The Provider shall maintain documentation for each employee of an initial and annual tuberculosis (TB) skin test or chest X-ray.
- g. The Provider shall assure at least 12 hours of relevant clinical training per year for each staff person providing clinical services per **11-175-14(e)(1)-(4), HAR**, which shall include:
 - 1) Staff education on HIV and AIDS.
 - 2) Staff education on the risks of TB for those abusing substances.

2. Administrative

- a. Pregnant women shall receive preference for treatment. To ensure that pregnant women and referring programs are aware of this preference, any brochures or materials published by the Provider shall advertise that pregnant women shall receive preference for treatment.
- b. The Provider shall not use the Department of Human Service's (BESSD) funding to make payment for any service which has been, or can reasonably be expected to be, made under another State compensation program, or under any insurance policy, or under any Federal or State health benefits program (including the program established in Title XVIII of the Social Security Act and the program established in Title XIX of such Act), or by any entity that provides health services on a prepaid basis. BESSD funds may be used to supplement QUEST-Net substance abuse services after those benefits have been exhausted and up to the limit of QUEST substance abuse benefits.
- c. The Provider shall maximize reimbursement of benefits through Hawaii QUEST and QUEST-Net.
- d. The Provider shall comply with the Department of Human Service's QUEST and QUEST-Net policies unless otherwise authorized in writing by BESSD.
- e. The Provider shall refund to the DEPARTMENT any funds unexpended or expended inappropriately.
- f. The Provider under the actual expenditure method of reimbursement shall assure that all equipment and unused supplies and materials purchased with funds paid to it shall become the property of the DEPARTMENT upon completion or termination of the contract.

- g. The Provider under the actual performance method of reimbursement shall assure that program income and/or surplus earned during the contract period shall be used to further the program objectives; otherwise the DEPARTMENT will deduct the surplus from the total contract amount in determining the net allowable cost on which the state's share of cost is based.

3. Quality assurance and evaluation specifications

- a. The Provider shall have a quality assurance plan which identifies: the mission of the organization, what services will be provided, how they are delivered, who is qualified to deliver them, who is eligible to receive the services, and what standards are used to assess or evaluate the quality and utilization of services
- b. The quality assurance plan shall serve as procedural guidelines for staff, and will confer designated individuals and committees with the authority to fulfill their responsibilities in the areas of quality assurance.
- c. The quality assurance process shall serve as a source of information for parties interested in knowing how the program monitors and improves the quality of its services. Findings shall be integrated and reviewed by the quality assurance committee, and information shall be conveyed to the program administrator and the organization's executive officer and governing body at least semi-annually.
- d. The quality assurance system shall identify strengths and deficiencies, indicate corrective actions to be taken, validate corrections, and recognize and implement innovative, efficient, or effective methods for the purpose of overall program improvement.
- e. Program evaluation should reflect the documentation of the achievement of the stated goals of the program using tools and measures consistent with the professional standards of the disciplines involved in the delivery of services.
- f. The contract shall be evaluated based upon performance as described in section III, Scope of Work, listed above. The contract will also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

The Provider shall set a threshold percentage of achievement for each of the following phases of the continuum:

- a. Number of clients successfully completing treatment.
- b. Number of clients participating in First-to-Work programs at follow-up.
- c. Number of clients receiving substance abuse treatment since discharge.
- d. Number of clients currently in substance abuse treatment.
- e. In the past thirty (30) days, number of clients experiencing significant periods of psychological distress.
- f. In past thirty (30) days, number of days of work/school missed because of drinking/drug use.
- g. Number of arrests since discharge.
- h. Number of emergency room visits since discharge.
- i. Number of times client has been hospitalized for medical problems since discharge.
- j. Frequency of substance use thirty (30) days prior to follow-up.

5. Reporting requirements for program and fiscal data

a. Required Program Reports:

Monthly reports shall be prepared and submitted to the Department.
Reports shall contain the following information:

- 1) Number of pending assessments from previous month.
- 2) Number of clients referred for assessment in report month.
- 3) Number of assessments completed and approved for substance abuse treatment services.
- 4) Number of assessments completed and denied substance abuse treatment services.
- 5) Number of assessment interviews completed to determine frequency and duration of UA testing.
- 6) Total number of assessments completed.
- 7) Total number of assessments pending at end of the report month.
- 8) Number of clients receiving residential treatment.
- 9) Number of clients completing residential treatment.
- 10) Number of clients receiving day treatment.
- 11) Number of clients completing day treatment.
- 12) Number of clients receiving intensive outpatient treatment.
- 13) Number of clients completing intensive outpatient treatment.
- 14) Number of clients receiving outpatient treatment.
- 15) Number of clients undergoing UA testing.
- 16) Number of clients completing UA testing.
- 17) Number of clients completing outpatient treatment.
- 18) Number of clients receiving follow-up treatment.
- 19) Number of clients completing follow-up treatment.
- 20) Number of clients receiving support services.
 - a) Child care services

- b) Transportation services
- c) Interpreter services
- d) Other services

b. Required Fiscal Reports:

- 1) For **Actual Expenditure** contracts, the APPLICANT shall submit monthly the **Statement of Revenue and Expenditures** report.
- 2) The Provider receiving federal funds or a combination of general and federal funds shall submit final invoices no later than 45 days after the end of each contract year, or by August 15, whichever comes first. Lapsing of funds will occur if final invoices are not received in a timely manner.
- 3) Within 45 calendar days after the expiration of each contract year, the Provider shall submit to BESSD the **Statement of Revenue and Expenditures** summarizing the actual expenditures for the fiscal year and the **Year-end Program Report** which includes client services data describing total number of units of service provided by contract, site and modality, client performance data and other contract close-out documentation as specified by BESSD.

6. **Pricing or pricing methodology to be used**

Fixed-rate pricing, as predetermined by BESSD in conjunction with providers, will be used. Reimbursement will be by Actual Performance at the fixed rates listed under "7. Units of service and unit rate."

7. **Units of service and unit rate**

a. **Residential Substance Abuse Treatment:**

- 1) The unit of performance shall be a **bed day**.
- 2) The rate per bed day shall be a maximum ONE HUNDRED THIRTY-FIVE DOLLARS (\$135) per client per bed day. The rate shall be considered one hundred percent (100%) of the treatment cost to the client.
- 3) The rate per bed day shall be a maximum ONE HUNDRED FORTY-TWO DOLLARS (\$142) per client with one child or more per bed day. The rate shall be considered one hundred percent (100%) of the treatment cost to the client. The rate per bed day per child shall be a maximum EIGHTY-TWO DOLLARS (\$82).
- 4) The maximum length of stay for this modality of treatment is **thirty (30) days** per client per year. Residential Programs can bill for the day of admission but not for the day of discharge.

b. Day Treatment:

- 1) The unit of performance shall be **per diem**.
- 2) The per diem rate shall be a maximum of ONE HUNDRED DOLLARS (\$100) per client per partial bed day. A minimum of **four (4) hours** of face-to-face individual, group, and/or family sessions per client per day shall be provided. The rate shall be considered one hundred percent (100%) of the treatment cost to the client.
- 3) The maximum length of stay shall be thirty-five **(35) days** per client per year.
- 4) BESSD shall not reimburse programs for both Day Treatment and Follow-up services for the same client at the same time.

c. Intensive Outpatient Substance Abuse Treatment:

- 1) The unit of performance shall be **per diem**.
- 2) The rate shall be SEVENTY-FIVE DOLLARS (\$75) per day which shall include a minimum of three **(3) hours** per day of face-to-face individual, group, and/or family sessions.
- 3) The maximum length of stay shall be thirty-five **(35) days** per client per year.

d. Outpatient Substance Abuse Treatment:

- 1) The unit of performance is sixty **(60) minutes**. The APPLICANT may bill by quarter hour (15 minutes) increments in excess of 30 minutes.
- 2) The rates shall be:
 - (a) SIXTY DOLLARS (\$60) for a sixty (60) minutes **individual** activity per client. Clients shall receive a minimum of **one (1) hour** of individual counseling per month.
 - (b) FORTY DOLLARS (\$40) for a sixty (60) minutes **group** activity per client.
 - (c) SIXTY DOLLARS (\$60) for a sixty (60) minutes **family** counseling activity.
- 3) Reimbursable activities shall consist of face-to-face individual sessions including screening, assessment, treatment planning, and counseling; and group sessions including process, task, education, skill building, and recreation groups; and family counseling. The APPLICANT can bill only for screenings that result in a client's admittance into the Outpatient Program.
- 4) The maximum hours of service shall be ninety-six **(96) hours** per client per year.

e. Follow-Up Treatment Services:

- 1) The unit of payment shall be a **Follow-up bed day**.
- 2) The rate shall be **SIXTY DOLLARS (\$60)** per client per bed day.
- 3) The maximum length of stay shall be **sixty (60) days** per client per year.
- 4) BESSD shall not reimburse programs for any modality and Follow-Up Treatment Services for the same client at the same time. The participation in this program shall be sequential.

f. Urine Testing Services:

- 1) The unit of payment shall be **per test**.
- 2) The rate of payment shall be a minimum of **TWENTY-FIVE DOLLARS (\$25)** per test.

g. Assessment Interview for Urinalysis Testing Schedule

- 1) The unit of payment shall be **per assessment**.
- 2) The rate of payment shall be **ONE HUNDRED FORTY-TWO DOLLARS (\$142)** per assessment.

8. Intention to Propose

Each proposal shall be submitted in the format prescribed and all portions addressed. In order to be in compliance with ACT 314, SLH 1996, all proposals must include a valid State (or current application for tax clearance) and IRS Tax Clearance Certificate in order to be considered.

9. Application Costs

The Department will not pay for any costs incurred by applicants prior to the effective date of a contract. All costs incurred in the preparation of a proposal in response to the Department's RFP (including travel expenses to attend any informational sessions, applicant's conference or negotiation sessions, if held) are the sole responsibility of the applicant.

10. Proposal Preparation

Only hard copy proposals shall be accepted. Proposals should be without elaborate art work, binding, printing, or materials not essential to its utility and clarity. Graphs, charts and matrices are acceptable, but should also be backed-up by a clearly written narrative. The department requires an original and three (3) sets of each proposal to the department.

11. Disposition of Proposals

All proposals become the property of the State of Hawaii. The successful proposal will be incorporated into the resulting contract by reference. Material breaches of contract may result in termination of the contract.

12. Execution of Contract

The successful offeror will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations therefrom must be specifically defined by the offeror in its proposal which, if successful, will become part of the contract.

The funds available for this project are limited. The Department reserves the right to contract for only those services which appear to be in the best interests of the State.

The Department reserves the right to reduce the appropriated contract amount with 30 (thirty) calendar days notice due to decrease in the number of participants needing services in the program. This clause is applicable to the subsequent contract extensions only.

The Department reserves the right to cancel the contract without cause and request new proposals for the services. Upon acceptance of the proposal, the Department will forward the formal contract to the successful offeror for execution. The contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto prior to the start date of the contract and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed unless the Department of the Attorney General of the State of Hawaii has approved the contract as to form.

No supplementary agreement shall be binding upon the Department until the agreement has been fully and properly executed by all parties thereto prior to

the start date of agreement. The provider shall not provide any services until the agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

Section 3

POS Proposal Application

Section 3

POS Proposal Application Instructions

General instructions for completing applications:

- *POS Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the POS Proposal Application should be consecutive, beginning with page one and continuing through the complete proposal.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the POS Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are encouraged to take Section 4, Proposal Evaluation, into consideration when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO Website (for the website address see the Competitive POS Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The POS Proposal Application comprises the following sections:

- *Title Page*
- *Table of Contents*
- *Background and Summary*
- *Experience and Capability*
- *Personnel: Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the proposal in such a way as to provide the State with a broad understanding of the entire proposal. Include a brief description of the applicants' organization, the goals and objectives related to the service activity, and how the proposed service is designed to meet the problem/need identified in the service specifications.

II. Experience and Capability

A. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. The applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services.

B. Quality Assurance and Evaluation

The applicant shall describe its quality assurance and evaluation plans for the proposed services, including methodology.

C. Coordination of Services

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

D. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

III. Personnel: Project Organization and Staffing

A. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

B. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

C. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

D. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the POS Proposal Application.

IV. Service Delivery

The Service Delivery Section shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

V. Financial

A. Pricing Structure

Applicants shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the POS Proposal Application.

1) Pricing Structure Based on Fixed Unit of Service-Fixed

If a state purchasing agency is utilizing a fixed rate pricing structure for the RFP, the APPLICANT is requested to furnish a reasonable estimate of the maximum number of service units it can provide for which there is sufficient operating capacity (adequate, planned and budgeted space, equipment and staff). The following form(s) which are located on the SPO website shall be submitted with the POS Proposal Application:

SPO-H-205
SPO-H-205A
SPO-H-205B
SPO-H-206A
SPO-H-206B
SPO-H-206C
SPO-H-206D
SPO-H-206E
SPO-H-206F
SPO-H-206G
SPO-H-206H
SPO-H-206I

B. Other Financial Related Materials

1) Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the POS Proposal Application (may be attached):

Audit Report (most recent)

2) Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within 3 months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of POS Proposal Application
- Phase 3 - Recommendation for Award

A. Evaluation Categories and Threshold

<u>Evaluation Categories</u>		<u>Possible Points</u>
Mandatory Requirements		Pass or Rejected
<i>POS Proposal Application</i>		100 Points
Background and Summary	10 points	
Experience and Capability	20 points	
Personnel: Project Organization and Staffing	10 points	
Service Delivery	50 points	
Financial	10 Points	
TOTAL POSSIBLE POINTS		100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

(1) *Administrative Requirements*

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)

(2) POS Proposal Application Requirements

- POS Application Title Page (Form SPO-H-200)
- Table of Contents
- Background and Summary
- Experience and Capability
- Personnel: Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of POS Proposal Application (100 Points)

(1) Background and Summary (10 Points)

- The applicant has demonstrated a thorough understanding of the purpose and scope of the service activity.
- The goals and objectives are in alignment with the proposed service activity.
- The applicant has described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.

(2) Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

- Demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services.
- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Adequacy of facilities relative to the proposed services.

(3) Personnel: Program Organization and Staffing (10 Points)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.
- Minimum qualifications (including experience) for staff assigned to the program.
- Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.
- Organization Chart (Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks).

(4) *Service Delivery (50 Points)*

- Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.
- Describes the overall program content and design.
- Demonstrates an understanding of the various service activities and sequence of events.
- Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures.
- Demonstrates an understanding of the target group.
- Demonstrates knowledge of case documentation and case record maintenance.
- Demonstrates knowledge of handling customer service and complaints.
- Provides for public relations and community collaboration.
- Describes staff/program management activities.

- The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.

(5) Financial (10 Points)

Pricing structure based on fixed unit of service rate:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
- Adequacy of accounting system.

Tax Clearance Certificate (Form A-6)

An original or certified copy of a current, valid tax clearance certificate issued by the Hawaii State Department of Taxation and the IRS shall be submitted with the proposal.

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

Section 5

Attachments

Attachment

Document

- | | |
|---|---|
| A | Competitive POS Application Checklist |
| B | POS Proposal Application - Sample Table of Contents |

Attachment A

Competitive POS Application Checklist

Competitive POS Application Checklist

Applicant: _____

RFP No.: HMS-903-04-07-S _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the POS Proposal Application. *SPO-H Forms are located on the web at <http://www.spo.hawaii.gov> Click on *Procurement of Health and Human Services* and then on *Procurement Forms & Instruction for Private Agencies*.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
1. POS Proposal Application Title Page (SPO-H-200)	Section 1, RFP	SPO Website*	X	
2. Competitive POS Application Checklist	Section 1, RFP	Attachment A	X	
3. Table of Contents	Section 5, RFP	Section 5, RFP	X	
4. POS Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
5. Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	(Required if not Pre-Registered)	
6. Tax Clearance Certificate (Form A-6)	Section 1, RFP	SPO Website*	X	
7. Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website*	X	
SPO-H-205B	Section 3, RFP	SPO Website*	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206D	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206E	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206F	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206G	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206H	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206I	Section 3, RFP	SPO Website*	If Applicable	
SPO-H-206J	Section 3, RFP	SPO Website*	If Applicable	
Certifications:				
8. Federal Certifications	Section 1, RFP	Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace Requirements		Section 5, RFP		
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Environmental Tobacco Smoke		Section 5, RFP		
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9. Audit Report	Section 3, RFP		X	
10. Organizational Chart	Section 3, RFP		X	

Authorized Signature

Date

Attachment B

Sample Table of Contents for the POS Proposal Application

POS Proposal Application Table of Contents

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1.		